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## **A multilingual and multicultural project - Swiss Library Service Platform project**

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Wolfram Neubauer, "A multilingual and multicultural project - Swiss Library Service Platform project."  
*Proceedings of the IATUL Conferences*. Paper 11.  
<https://docs.lib.purdue.edu/iatul/seminarbolzano/2016/11>

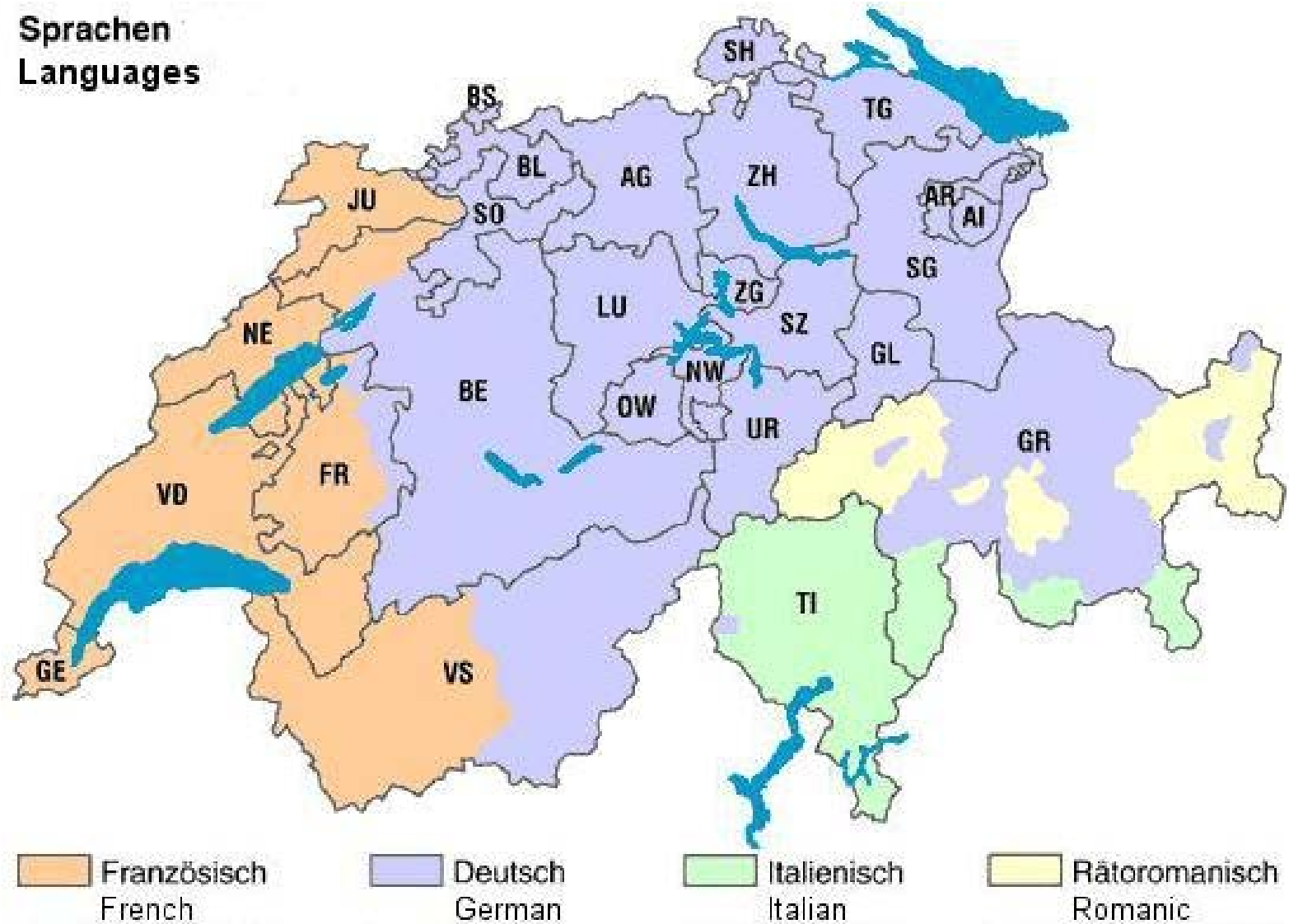
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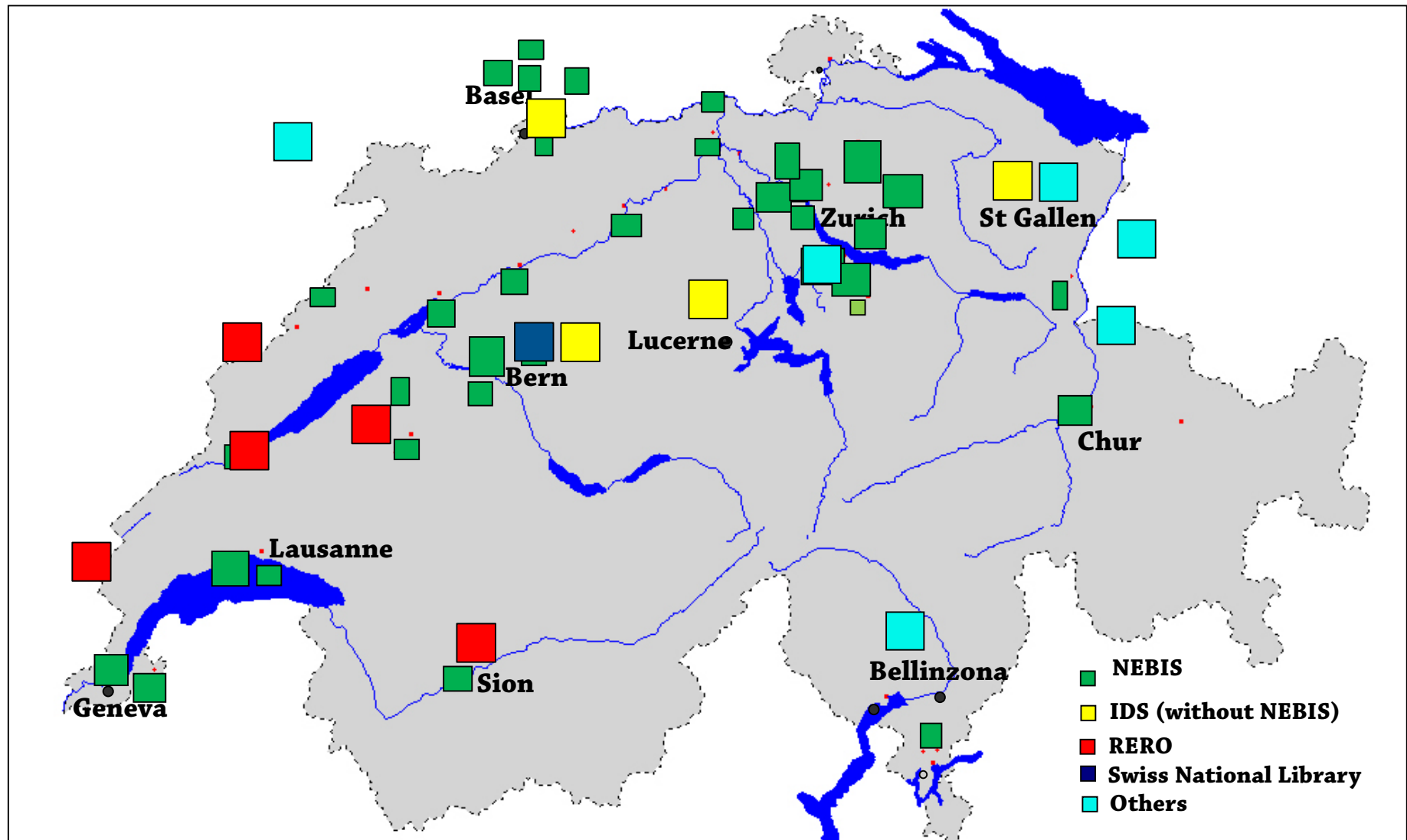
# Swiss Library Service Platform

## A multilingual and multicultural project

Cooperation Strategies in Academic Libraries, Bozen, October 24-26, 2017

## Sprachen Languages





## Starting position in Switzerland (I)

- the running library systems are not state-of-the-art anymore
- there is a high degree of redundant work within the Swiss library community:  
parallel operation of similar and/or different (library) systems, multiple cataloging of media, redundant portals, parallel training and further education of librarians, different influences from neighbour countries, different library philosophies
- partially libraries in Switzerland do not have a critical mass for realizing innovative ideas, services, applications



## Starting position in Switzerland (II)

- little influence of an individual library over political decision processes in Switzerland
- the Swiss-specific problem of multilingualism
- SLSP is the first real co-operative project idea within the Swiss library community



## Goals/visions/surplus values of SLSP (I)

- SLSP will act as central service platform for **science libraries** within Switzerland
- The first, immediate goal is the replacement of the running, distributed IT solutions of the university libraries through a modern, centrally organized library system
- Based on this decision further (new or already existing) services will be integrated or connected via interfaces (e.g.: Consortium of Swiss Academic Libraries; interlending/ document delivery; nation-wide user identification)

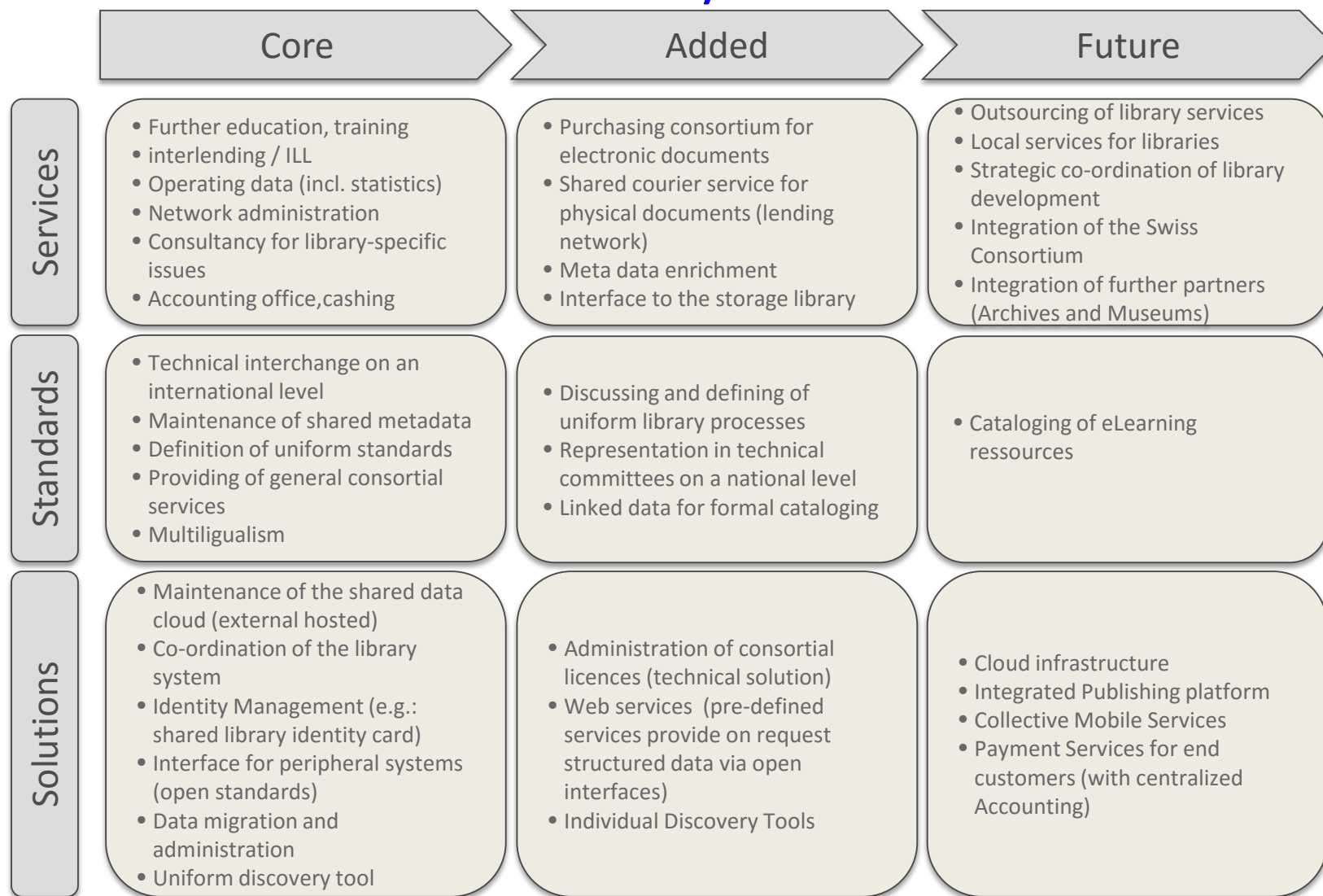


## Goals/visions/surplus values of SLSP (II)

- Basis for all these ideas: Stable and powerful governance and organizational structures
- Application of uniform library standards and rules
- Relocation of local resources to user- and added value-oriented tasks
- Increase of national co-operation activities
- Improvement of the influence of the Swiss library community («one voice»)
- SLSP as possible focus point for the advancement of academic libraries in Switzerland



# VISION Swiss Library Service Platform



## (primary) project partners of SLSP



UNIVERSITÉ  
DE GENÈVE



ÉCOLE POLYTECHNIQUE  
FÉDÉRALE DE LAUSANNE



UNIVERSITÉ DE FRIBOURG  
UNIVERSITÄT FREIBURG



UNIVERSITÄT  
BERN



Fachhochschule  
Nordwestschweiz



Universitätsbibliothek Basel



Universität  
Zürich<sup>UZH</sup>



IDS

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hdk



Zürcher Hochschule  
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## Project schedule of SLSP

- Phase 1: Conception (08/2015 to 02/2017)
- Phase 2: intermediate period (03/2017 to 02-2018)
- Phase 3: Implementation (03/2018 to 12/2020)
- Phase 4: Operating phase (starting from 01/2021)

## Project structure and working areas of SLSP

- Division into 7 work packages, which are handled through three bigger sub-projects and the project management:
  - SP 1: services and business model
  - SP 2: organization and governance
  - SP 3: processes and IT requirements
- As a total 46 so-called delivery objects ( $\cong$  detailed work packages)
- Total work load (phase 1): at least 1.570 work days
- Totally involved people: about 60

## Budget SLSP

- Aid for phase 1: 1 mio. Euro  
+ internal activities of the involved libraries: about 630 kEuro
- Requested aid for phase 2 (intermediate): 750 kEuro  
+ internal activities 750 kEuro, therefrom 50% cash)
- Phase 3 (implementation): estimated costs about 19 mio. Euro/3 years  
50% financing will be applied; precise allocation of the internal activities is not yet defined
- Operating phase: Budget is about 9 mio Euro/year  
allocation of costs is not yet defined; possible support through the federal state is not clear today

## Who is supporting this project

The project SLSP is supported on the basis of a national program, called

“Scientific information: Access, processing and safeguarding”

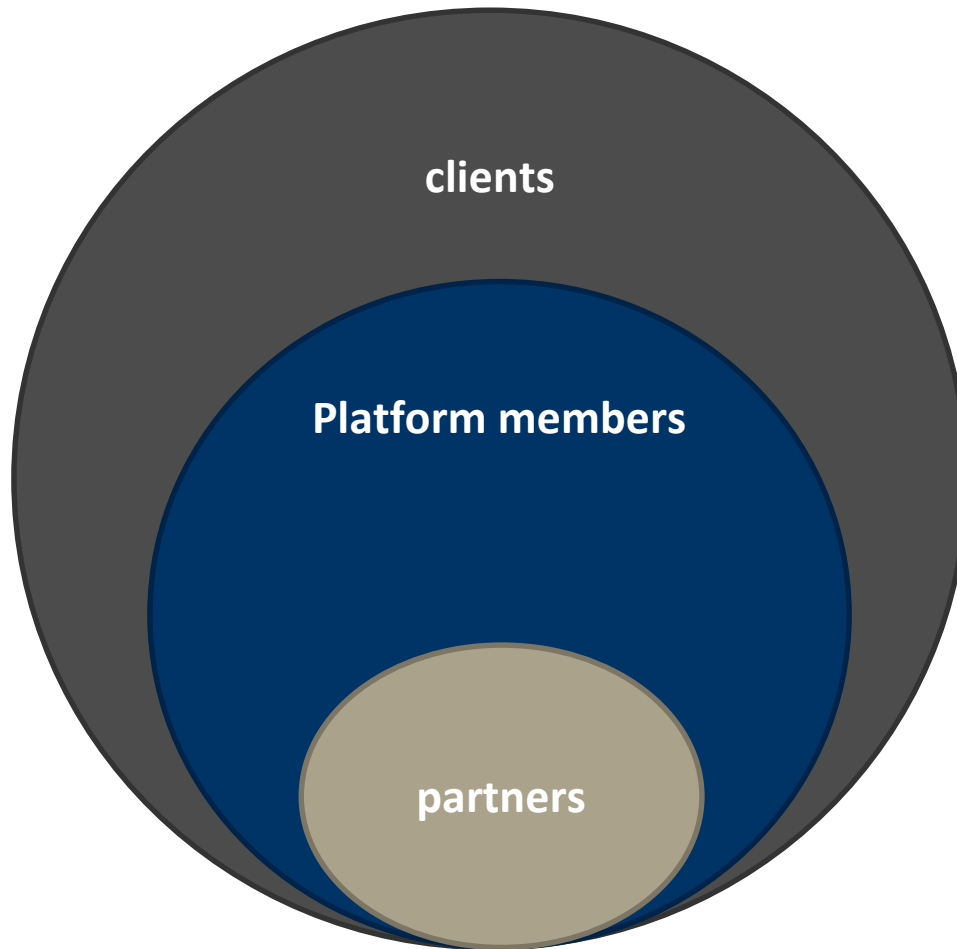
of the Swiss University Conference (SUC) which again is based on a White Paper from 2014

“Combining efforts to manage scientific information»

## What did we achieve till today?

- Definition of essential basics
  - Level of centralizing
  - Participation model
  - Who are the clients and client groups?
- Definition of a relevant service portfolio
- Decision to governance and organization
- Definition of IT requirements for a new, state-of-the-art library system

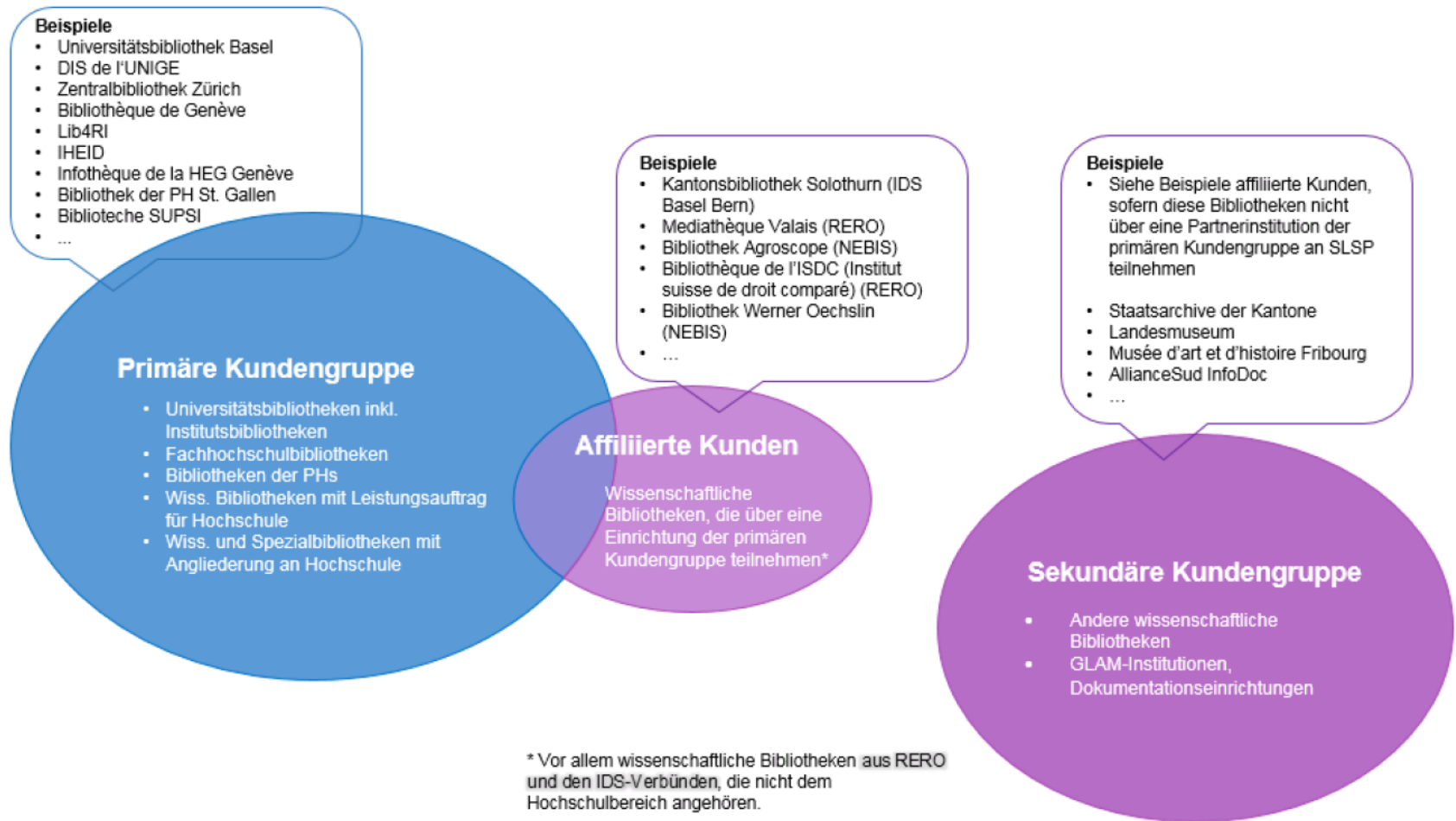
## Participation model



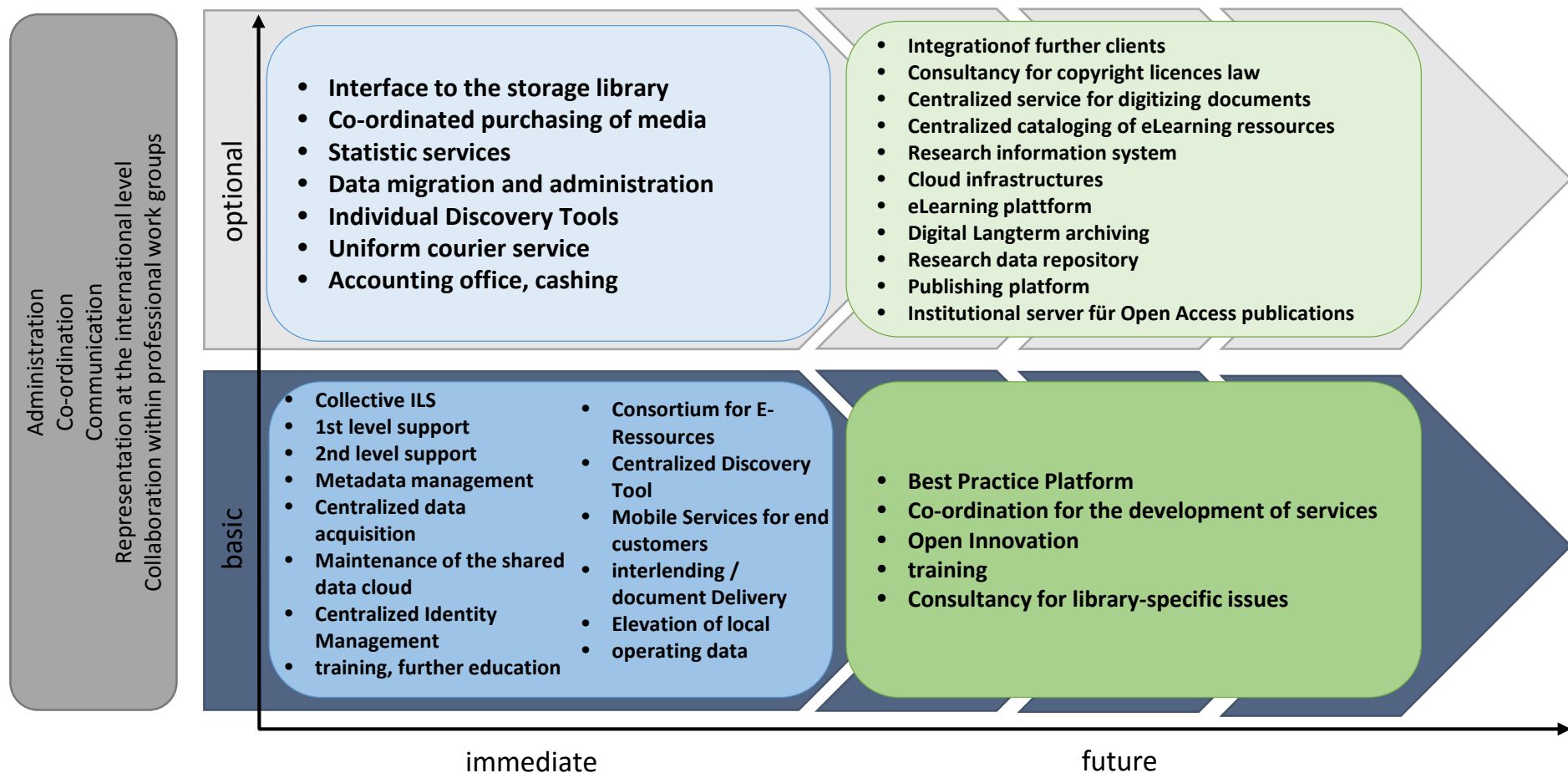
- Obtain services and pay for it
- Support the platform with financial contributions and are involved in aligning these services
- Invest in the structuring of the platform and decide about the strategic orientation



# Client groups of SLSP (phases 1-3)



# Current service portfolio



## Future organizational structure of SLSP: current decisions

- The project partners decided to establish an incorporated company (operational flexibility; clear consideration of the investments)
- Foundation members are the 8 signees of the project proposal, who are also responsible for the call for tenders for an ILS
- The bylaws are currently under progress
- All other bearers of university libraries can also purchase shares  
(the details are currently elaborated by a corresponding consultancy company)
- Formal approval of all partners is a must for phase 3 (implementation)

## IT requirements

- Survey with all (potential) stakeholders
- Preparation of a market survey
- Definition of the necessary system architecture
- Preparation of a migration plan (from the old to the new world)
- Preparation of a specification book

## Current situation and a look ahead

- The foundation of the „Incorporated company SLSP“ will take place in march/april 2017
- This is a basic requirement for the formal call for proposals of an ILS in Switzerland
- Furthermore SLSP has to know all costs for the project application for phase 3 (implementation)
- Preparation of a master plan with all relevant data till the end of 2016  
(services, governance, budget, organization, IT requirements, business plan, further planning)
- Definition of cataloging standards and processing regulations
- Transformation of the project structure into a stable organizational structure

## Characteristics and specialities of SLSP

- SLSP is the first nationwide library project in Switzerland since...
- Library projects at a nationwide level are political projects
- Communication in different languages is a critical success factor
- Diverse working, communicating and talking habits have to be respected
- Communication in general is an extremely important issue („You can never do enough“)
- University managers do not know anything about libraries
- The project management needs to have a very thick skin

Many thanks for your attention!

[www.slsp.ch](http://www.slsp.ch)